Cloud application support and operations

Service definition
G-Cloud 13

Marvell Consulting
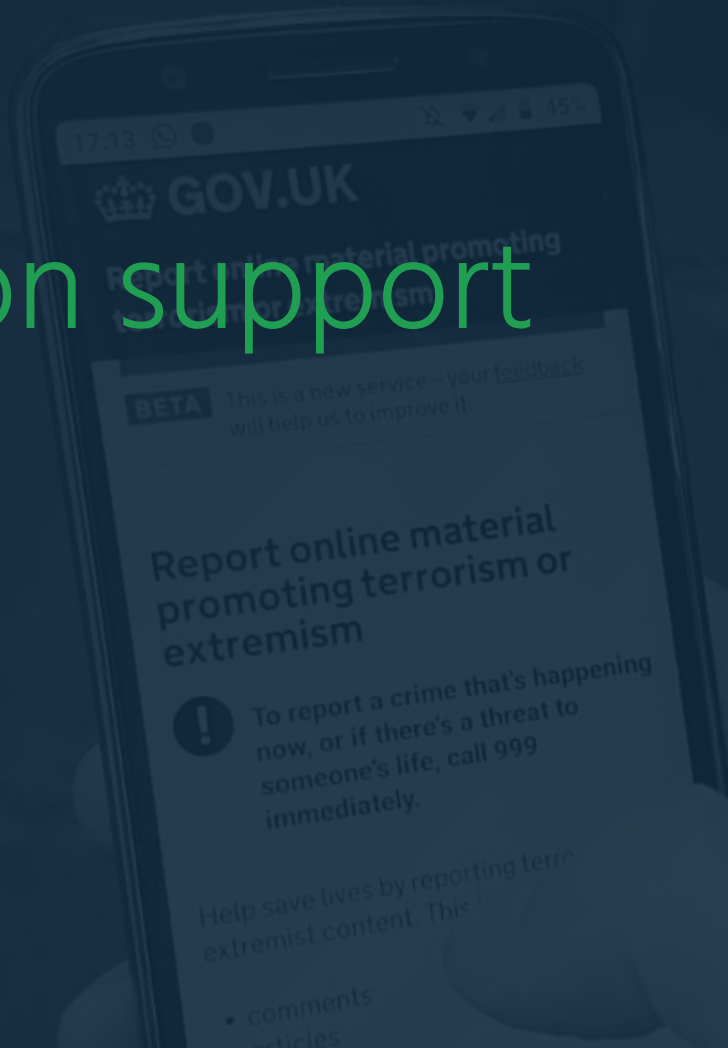
Cloud application support and operations
Service summary

We build, deploy and support cloud platforms and applications through their entire lifecycle including: architecture, research, service design, deployment, live and into retirement. Support for application migration and replatforming. We apply the DevOps approach to plan, develop, release and monitor ensuring high quality services remain relevant to users' needs.
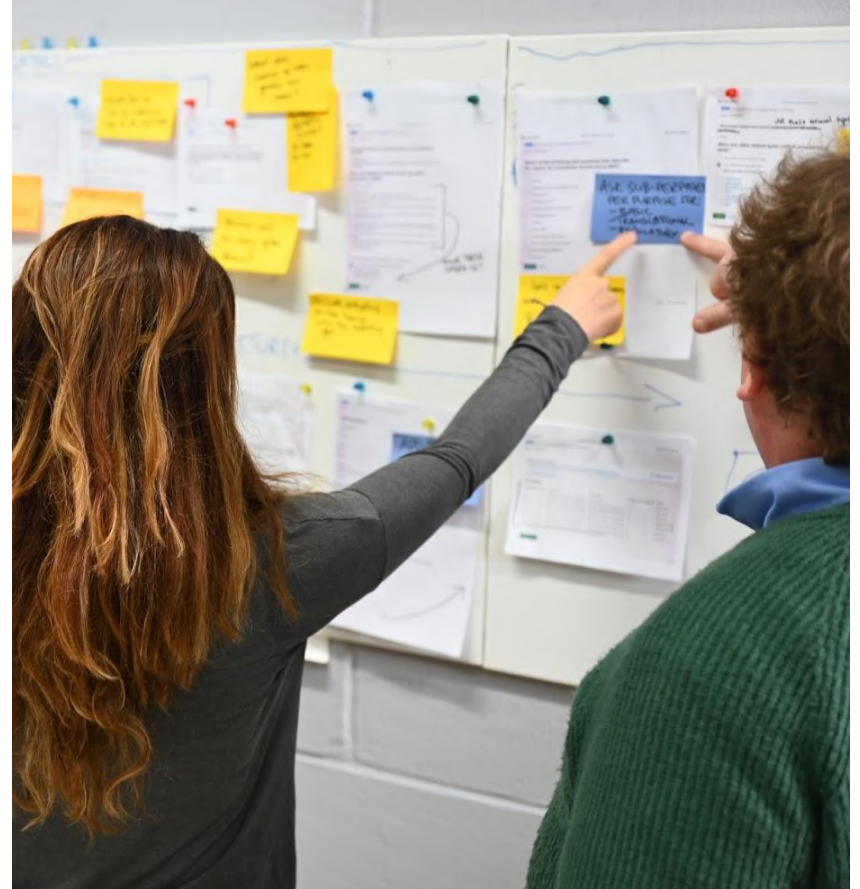
Cloud application support and operations
Service summary

Features

- UK-based team 24/7 callout 365 days a year
- User research, interaction design, content design and service design capability
- Full stack development, business analysis, delivery and product management capability
- ITIL 1st/2nd/3rd line support and monitoring, alerting and incident management
- Supports ServiceNow, Jira, Office365, Confluence and more
- Data, Infrastructure, Architecture and Application Migration
- Delivery using agile methodologies such as Scrum, Kanban and SAFE
- Continuous integration, deployment and delivery for frequent software releases
- DevOps and DevSecOps principles
- Cyber Essentials Plus trusted partner

Benefits

- Upskilling and training to support in house service delivery
- Client owned solution to avoid vendor lock-in
- Compliant with IT Health Check and Technology Code of Practice
- 12 factor app principles
- Security by design, enforced through build and deployment pipelines
- Dashboarding, alerting, reporting and metrics
- DevOps-based best-practice processes ensuring repeatable, scalable operations
- Improving the experience for users and providers of the service
- Delivery of over 10 live, managed, GDS-assessed services
- 15 years' experience delivering government digital transformation projects

About us

We partner with government to build digital services that help people get things done.

About us
Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use products and services.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to building user-centred, government-approved services.

About us
Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.

About us
Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.

Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

Working as a team
We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.

About us
Working together

Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.

Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

Detailed specification

Information on pricing, on-boarding and service management.

Detailed specification
Overview

Ordering

Email us at gov@marvell-consulting.com or call
020 3886 0115 to discuss your requirements.

On-boarding

Onboarding is informed by the client's needs. As a
minimum we would produce a statement of work
defining the agreed tasks and deliverables. We would
also expect to agree project milestones, working
patterns, locations, access to specialist equipment and
team roles and responsibilities.

Service constraints

Our services are typically delivered remotely or from
our London Bridge office from Monday to Friday, 9am
to 5pm. However we can accommodate onsite work
and out-of-hours support as required.

Security assurance and data resilience

We have practiced methods for recovering and
restoring operations in rare cases where our automated
processes fail. We've worked to varied security
specifications and can work with you to meet your
requirements. Many of our consultants are SC-cleared
and can obtain further clearance if needed.

Detailed specification
Overview

Training

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

Invoicing

To be agreed with the client.

Early termination

Terms to be agreed with the client.

Off-boarding

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.

Detailed specification
Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£450	£450	£450	£450	£450	£450
2 Assist	£475	£475	£475	£475	£475	£475
3 Apply	£500-650	£500-650	£500-650	£500-650	£500-650	£500-650
4 Enable	£650-850	£650-850	£650-850	£650-850	£650-850	£650-850
5 Ensure/Advise	£750-950	£750-950	£750-950	£750-950	£750-950	£750-950
6 Initiate/Influence	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000
7 Set Strategy, Inspire, Mobilise	£950-1250	£950-1150	£950-1250	£950-1200	£950-1150	£950-1250

"Marvell Consulting has been integral in the transformation of the Home Office's digital operations. The research, design and build has been exceptional."

Ben Stevens, Product lead
Home Office

Things we've delivered

Some examples of what we've helped deliver with this service.

Case study

# Building a new licensing system in the biosciences industry

In 2018 we were asked to design and build a bespoke online licensing service for a regulator that delivered efficiencies whilst allowing them to continue to carry out their day-to-day operations.
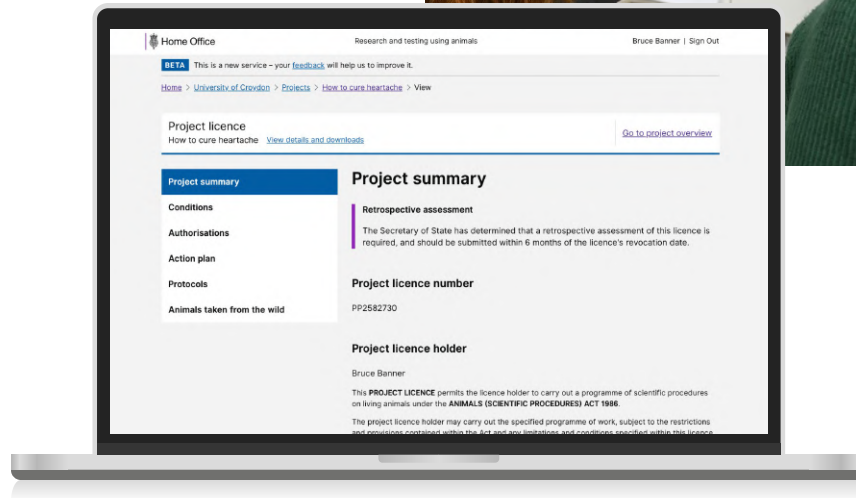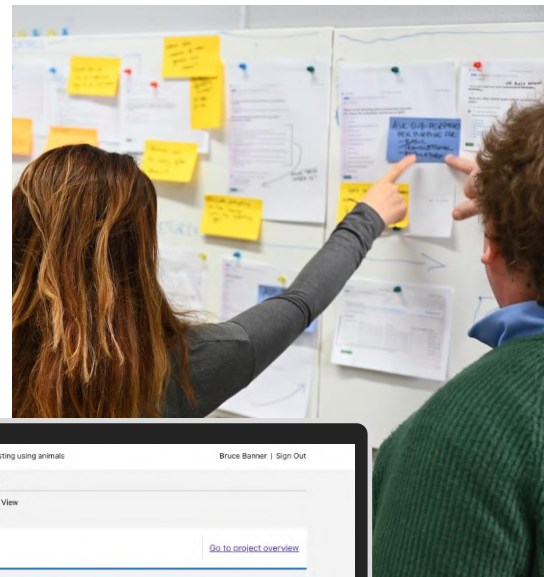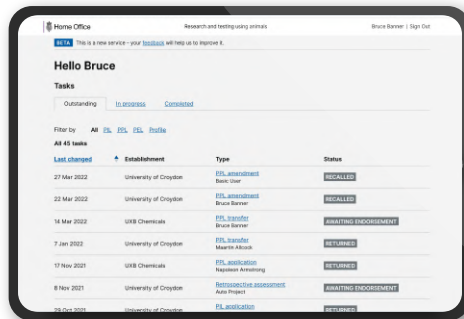
The service needed to be be resilient enough to be able to process tens of thousands of requests each year from 18,000+ scientists. It also needed to protect valuable intellectual property and sensitive customer data.

Working closely with the regulator and the scientific community, we carried out over 500 research sessions and designed dozens of prototypes to ensure we created the right solution. We also put in place a security-first model so that sensitive data can only be accessed by authorised individuals.

Since the service has gone live it's delivered some impressive results including a 30% increase in customer satisfaction; a 50% fall in the time needed to process licence documentation; and up to a 75% fall in late submission of key documents.
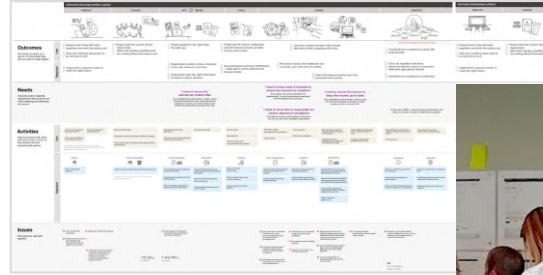
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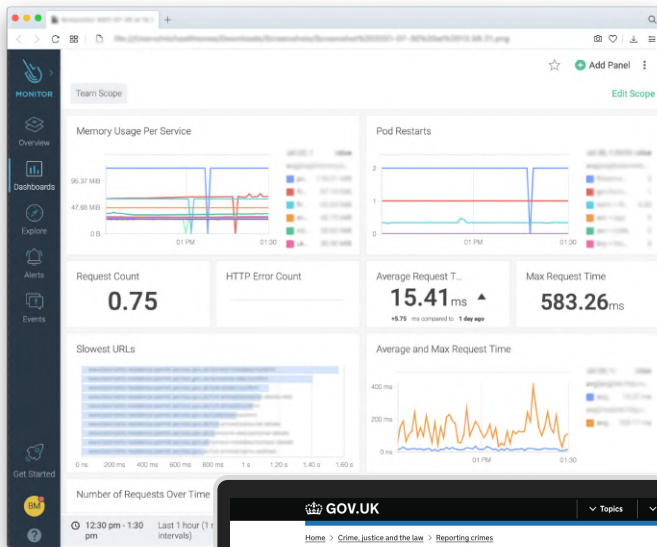Increase in customer satisfaction
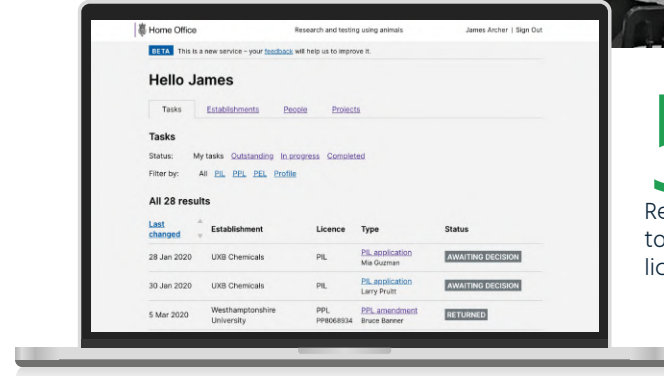
50%
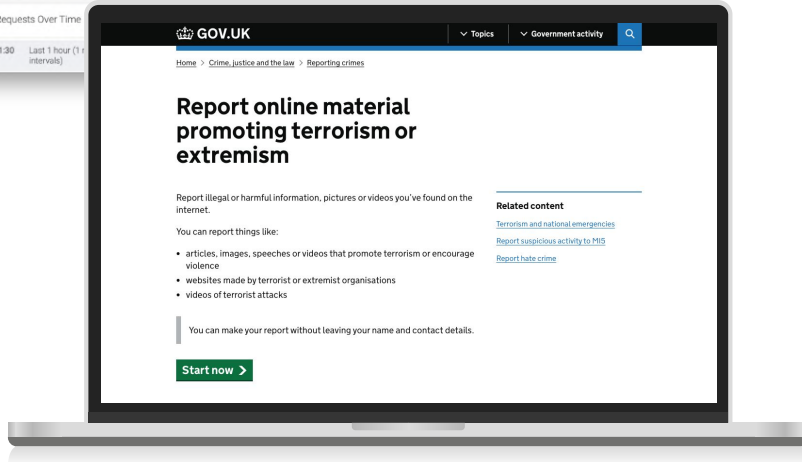Reduction in staff hours to process personal licence applications

Case study

Expertly supporting digital services past live

Live services need maintenance. We protected and improved 9 government services with 99.99% uptime and no security breaches.

99.99%
average uptime across all services

In 2018 we were awarded a contract to provide maintenance and ongoing support to 7 important Home Office services, some of which were highly sensitive.

For more than two and a half years we ensured all 7 services were operational, that data was securely transferred to the back-end and they were protected against security threats.

All of our services were live and operational for the duration of our contract with an average uptime of 99.99%. During that time we had no security breaches.

We also made iterative design improvements and built new features which you can read about in our report online terrorist materials, UKVI complaints and report modern slavery as a first responder case studies.

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government services supported
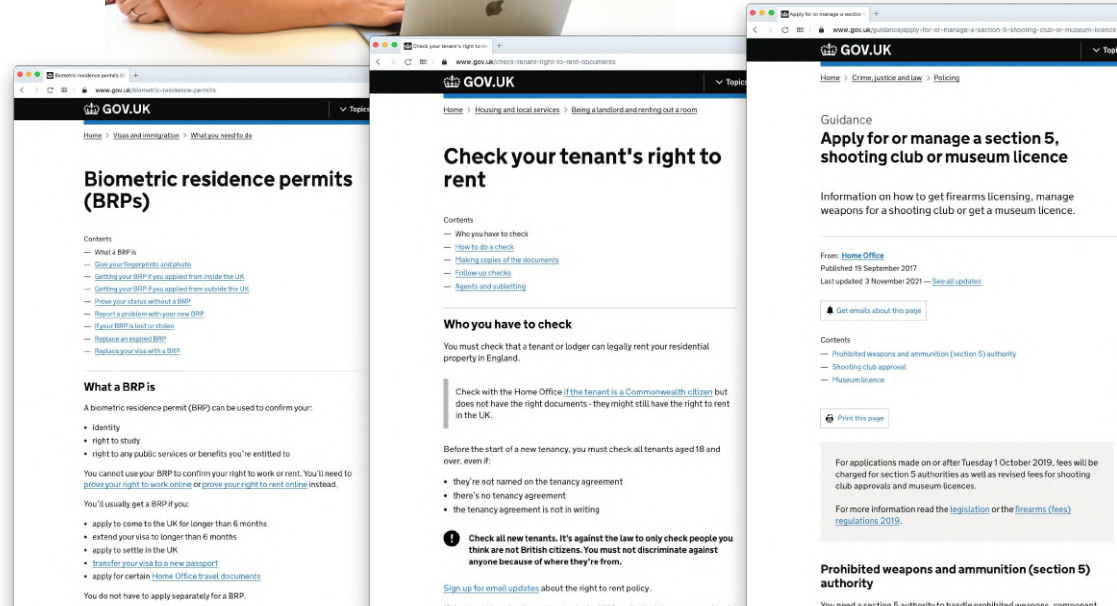
Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations

- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello

"The work delivered by Marvell Consulting has helped transform data sharing across government!"

Product Manager
Government Digital Service

Talk to us

We're always here to answer questions or to discuss the needs of your project.

gov@marvell-consulting.com
020 3886 0115
www.marvell-consulting.com